

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

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Complete if Known

Application Number	09/704,838
Filing Date	November 1, 2000
First Named Inventor	Richard E. Sloan
Art Unit	3694
Examiner Name	Apple, Kirsten Sachwitz
Sheet	1 of 11
Attorney Docket Number	10761.0183-05

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Examiner Initials ¹	Cite No. ¹	Document Number	Issue or Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

				Complete if Known	
<i>Application Number</i>	09/704,838				
<i>Filing Date</i>	November 1, 2000				
<i>First Named Inventor</i>	Richard E. Sloan				
<i>Art Unit</i>	3694				
<i>Examiner Name</i>	Apple, Kirsten Sachwitz				
<i>Attorney Docket Number</i>	10761.0183-05				

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Art Unit	3694
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¹ The search report for PCT/US02/25488 (WO 03/17040) cited, as an "X" document, on June 23, 2002, a press release, "Weblne Communications Unveils New Customer Interaction Software Suite for Enabling Interactive E-Commerce and Customer Service", Business Wire; New York; Apr 20, 1999, pages 1-3. It is suspected that the reference was mis-cited by the PCT search organization, because a press release of the same title and from the same source but of a different date (August 16, 1999, not April 20, 1999) was found. The August 16, 1999, press release is attached.

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Art Unit	3694
Examiner Name	Apple, Kirsten Sachwitz
Sheet	11
of	11
Attorney Docket Number	10761.0183-05

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Examiner Signature	/Kirsten Apple/	Date Considered	05/23/2010
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